



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov

BIB DATA SHEET

CONFIRMATION NO. 4389

SERIAL NUMBER 10/766,985	FILING or 371(c) DATE 01/29/2004 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 130332.00048	
APPLICANTS Benjamin A. Knott, Round Rock, TX; Robert R. Bushey, Cedar Park, TX; John M. Martin, Austin, TX; Stephanie Andrews, San Antonio, TX;					
** CONTINUING DATA ***** ** FOREIGN APPLICATIONS ***** ** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 06/15/2004					
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/GERALD GAUTHIER/</u> Examiner's Signature		<input type="checkbox"/> Met after Allowance Initials	STATE OR COUNTRY TX	SHEETS DRAWINGS 3	TOTAL CLAIMS 26 INDEPENDENT CLAIMS 4
ADDRESS RAMAN N. DEWAN JACKSON WALKER, L.L.P. 100 CONGRESS AVENUE SUITE 1100 AUSTIN, TX 78701 UNITED STATES					
TITLE Method, software and system for developing interactive call center agent personas					
FILING FEE RECEIVED 964	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		